

SHIFT Applicant Services 2007/2008 Contract Agreement

SHIFT agrees:

1. To provide Job Readiness, Job Search and Job placement services for zero to 100 TANF Applicants each month for a four week Job Search program.
2. To accept referrals every Monday for a self-paced, continuous four week job search program.
3. No more than 600 applicants in total will be referred during the contract period.
4. Report absenteeism on a daily basis via an electronic spreadsheet that identifies all referrals with identifying data (ie. referral date, name, client Id#, case manager name etc.).
5. Provide a weekly termination report by COB every Friday. Report must include TANF applicants who were *dropped* from the program due to non-compliance.
6. Provide a *no show* report of TANF applicants who were referred to begin the program on Monday, but failed to report. This report is due by COB on the following Tuesday.
7. To submit completed DHR Form 516 "Record of Attendance and Performance Report" each week on Friday by 10:00 a.m., for every TANF applicant enrolled in the job training program. (TANF applicants will not be given a Marta Card Authorization without a copy of the F516 to verify weekly participation.)
8. To submit a final Form 516 "Record of Attendance and Performance Report of the entire month, on the last day of each month. If there is a 5th Monday in the month, the F516 should continue through Friday even though it may run into the next month. The F516 must be completed in its entirety to include the proper signature. The F516 can be sent electronically, however the signature must be in the signature or script font.
9. Conduct a joint staffing during the 3rd week of training, on each applicant to discuss progress, update and/or change work plans and to identify and address challenges.
10. If the applicant does not gain employment during the Four week process, "SHIFT" agrees to refer the TANF applicant back to Fulton County DFCS.
11. To render services at the flat rate fee of \$_____ per month for zero to 100 TANF applicants, for a four week Job Readiness/Search/Placement Training Program. The contract terms are effective July 1, 2007 and ending January 31, 2008.
12. There is no incentive pay for Job Placement. Job Placement is a component of the Four week program and is the expected outcome.
13. To utilize Annex F of the contract, to submit monthly invoices.
14. Invoices will only be accepted once a month, after the last day of the month, for services rendered during the prior month.
15. A copy of the monthly DHR Form 516 "Record of Attendance and Performance Report" must be attached to the invoice for compensation.

16. Upon completion of the four week training program and/or when the outcome of employment is achieved; “SHIFT” agrees to provide Job Coach/Retention Services in the following manner:

Scope of Work

The scope of work for the job retention services includes the following:

A. Conduct a comprehensive assessment of referred TANF applicants that will include but not limited to: an evaluation of client’s employment history, career interests, skill level, and barriers to job retention. Based on this information, a job retention plan should be developed for the client that addresses steps to be taken to keep the TANF applicant employed. The vendor should act as a liaison between the TANF applicant, employer, DFCS and other appropriate agencies.

B. Initiate a minimum of one to three contacts during the first five (5) workdays and then a minimum of at least weekly contact, thereafter for the first 3 months of employment.

Additional frequency of contact shall be determined by the TANF applicant’s situation and transitional skills. Initiate a minimum of bi-weekly contact during months 7-12. Additional frequency of contact shall be determined by the client’s situation and transitional skills.

C. Propose solutions and implement strategies that will assist the client in career advancement such as interview guides.

D. Act as the liaison between the client and the employer to assure that clients are prepared and supported to perform assigned duties and trained for advancement opportunities.

E. Collaborate with other partners to create a coordinated network or community services to include but not limited to: work ethics, problem resolution, financial literacy, etc.

F. Implement support group/mentoring initiative from within the community to include but not limited to: work ethics, problem resolutions, financial literacy, etc.

G. Provide job placement services for 30 days if a client becomes unemployed.

H. Provide crisis intervention/strategies to eliminate barriers that may hinder the TANF applicant’s ability to maintain employment.

I. Monitor, track and document each client’s activities according to established guidelines. Submit weekly, monthly and annual statistical reports.

J. Develop and maintain a line of communication with Department of Family and Children staff.

K. Develop individual client level benchmarks for service provisions.

Expected Results

At a minimum, DFCS expects to realize the following results from this effort:

- a. A minimum of 75% of referred TANF applicants increase in job retention.
- b. A minimum of 50% referred TANF applicants maintain employment for at least 90 days.
- c. A minimum of 40% of TANF applicants referred will transition into career advancement (increased hours employed, skill enhancement, promotion, new job etc.)
- d. Develop career advancement activities and support group/mentoring initiative.
- e. Determine guidelines for reporting results.
- f. Collaborate with employers to develop/explore career advancement opportunities and then assist client in preparing for these opportunities.
- g. Develop crisis intervention strategies.
- h. Intake consultation and development of a job retention/career advancement plan (within first 30 days of employment). Submit copy of advancement plan to case manager.

Performance Measurements

Some of the key performance indicators that will be used to determine the effectiveness of this program will include:

- a. Number and percentage of referred TANF applicants who receive comprehensive assessment.
- b. Number and percentage of TANF applicants that are able to retain jobs for a minimum of 30, 60, 90 day and 6 months as a result of services provided by the contractor.
- c. Number and percentage of referred TANF applicants that obtained promotion.
- d. Number and percentage of referred TANF applicants that obtained new jobs and/or higher salary.
- e. Number and percentage of referred TANF applicants who did not maintain employment and reason why.
- f. Number and percentage of enrolled TANF applicants who were reconnected to the workforce within 30 days.
- g. Number percentage of enrolled TANF applicants who transitioned from part-time to full-time employment.

Pay for Performance Service Fees

17. Job Coaching and retention duties are inseparable and must be done concurrently in order to receive compensation for either service rendered.

NOTE: The documentation in the case notes must justify the need and frequency of contacts and illustrate progression, or you will not be compensated for the contact(s). For example:

- Visiting a place of employment to see if the TANF applicant is at work will not constitute a face to face visit. A copy of the pay stub will demonstrate sustained employment and is required to be submitted with the invoice for Job Coach/Retention compensation.
- Calling the TANF applicant several times a week for ten weeks is not always necessary. If deemed necessary, then the case notes must justify the need.

Job Coach/Retention fee per applicant is based on initial hourly wage at the start of employment. For example:

- 30-day retention – \$ _____
- 60 day retention – \$ _____
- 90 day retention – \$ _____
- 6 months retention – \$ _____

20. Job Coach invoices must have the following items attached in order to receive compensation for services rendered:

1. A copy of a pay stub that covers the retention period being invoiced.
2. Individual case notes indicating each contact (telephone or face to face).
3. Case notes must justify necessity for number of contacts.

21. Compensation will not be paid without the required documentation for services rendered.

22. Communication is the key to successful Job Coach and Retention Services. The TANF applicant's non-compliance must be reported to DFCS staff immediately.

Career Advancement

- Promotion or a new job at higher salary – up to \$_____
 - A pay stub identifying the new employment or higher salary must be attached to the invoice for compensation.
 - Job Coach and retention case notes must dictate job coach's assistance and support with achieving additional employment, higher salary or goals.
- GED – \$_____
 - GED must be obtained during the Job Coach/Retention contract period.
 - Obtaining the GED must be part of the Job Coach/Retention Work Plan.
 - The applicant must have received assistance from the Job Coach with obtaining the GED and it must be documented in the case notes in order to bill and receive compensation for this service as being rendered.
 - Copy of GED Certificate must be submitted to DFCS case manager and attached to the invoice in order to receive compensation for Career Advancement.

Fulton County DFCS agrees:

1. To ensure compliance with all items listed above.
2. To pay for services rendered at the flat rate fee of \$_____ per month. Zero to 100 TANF applicants will be referred for a four week Job Readiness/Search/Placement Training Program. The contract terms are effective July 1, 2007 and ending January 31, 2008.